



Fermilab

Fermi National Accelerator Laboratory
Computing Division • MS 369 P.O. Box 500
Batavia, Illinois • 60510

Title: Service Support Through the Service Desk

Date: 04/15/2010

Author: Eileen Berman, Tom Bozonelos, Mark Thoms

Rev: 1.0

Page: 1

Service Support through the Service Desk

The Service Desk provides support for services and service providers in the following manner –

- Provide a communications interface between the user and the service provider
- Route user requests/service restoration tickets to the service provider group
- Provide first tier resolution of user requests/service restoration tickets

In order to provide an excellent level of service, the Service Desk needs to know the following information about services it will support. Please edit this document, supplying the requested information and return it to the service desk. Feel free to contact the service desk if you have any questions.

1. Name of service **Fermilab Time and Labor (FTL) - Kronos**
2. Is this a new service? **No, but this is a new release, with a new timecard from Kronos.**
3. Description of service
 - a. Pointer to relevant documentation.
 - i. For service desk personnel

Service Desk personnel will be provided with specific end-user documentation, and more specifically – the FTL project team is in the process of standing up an end-user website that will perform the following:

- Required supported OS and Browser combinations for Windows, OSX, and SLF.
- Provide a walk-thru of desktop diagnostics (OS/Browser/JRE) to self trouble shoot.
- Provide support advisory as well a automatically create an incident in Remedy (pending).
- List of Time Keepers by Division/Section/Center

ii. For end users

Questions and Answers:

<http://www.fnal.gov/pub/ftl/q-and-a.html>

Training Documentation:

<http://www.fnal.gov/pub/ftl/training-documents.html>

b. Required software, including location and configurations (see 3.a.i, above)

- *Java Runtime Environment*
- *Supported OS/Browser Combination – see <http://www.fnal.gov/pub/ftl/browser-compatibility.html>*

1. General Configuration

a. Configurations/Settings:

- i. Poupus unblocked*
- ii. JavaApplets enabled*
- iii. Cookies enabled*

b. Javascript enabled

c. Who installs the software? Desktop Support

d. Licenses that are needed – Not Applicable

- e. Supported versions – **Not Applicable**
 - f. Dependencies, including other services
 - i. **Network connectivity to <http://fermilab.kronoshosting.com/>**
 - ii. **Services LDAP account**
 - g. Are there any self-service tools that are part of this offering? - **No**
4. Will training be needed for the Service Desk?
- **Same training provided to the general user community.**
 - **Knowledge Transfer from SWAT team as part of transition from roll out to operational support.**
5. Estimated number of service request/incident tickets per week for this service.
- a. **Higher call volumes are expected with the Initial release (June 21/22) and the first Friday and Monday when timecards will be submitted and approved for the first time.**
 - b. **Ongoing support calls should peak weekly on Friday and Monday. The number of calls for the current FTL system can be used to estimate the number of calls for the new FTL system. I would anticipate a minimum of doubling the number of current support calls.**
6. Product Categorization to be used for this service
- a. **Tier 1 – Enterprise Applications**
 - b. **Tier 2 – Oracle E Business Suite**
 - c. **Tier 3 - FTL**
7. Remedy Group Tier 2 support group and contacts (members of the remedy group including remedy group lead)
- Enterprise Applications**
8. External support contacts (if any)
- Kronos Hosting Application Management Support will be provided through the Kronos/Fermi PM, who will liason with the Service Desk and CD**

Application Support teams. More details on the SOPs for this interaction will be delivered as part of the Transition Meeting between Kronos Hosting and Fermilab no later than 6/11/10.

9. Keywords that may be found in associated tickets

Kronos, FTL, Timecard, Effort Report

10. Pointer to Service Level Agreement (SLA)

a. Should include support level (24x7, 8x5x5...)

- **The Kronos hosting SLA is 99.25% availability, this SLA has yet to be posted.**
- **Enterprise Applications SLA is 9x5x5, best effort outside of those timeframes.**

11. Pointer to any Operational Level Agreements (OLA)

The service has a dependency on the Authentication Service for LDAP authentication, however there is no formal OLA.

12. List of possible questions the Service Desk might get from a user, including answers (to be added to the knowledge base).

- a. **URL/Authentication Issues: (e.g. “My account is locked”)**
- b. **Application Initialization Issues: (e.g. “The application hangs or takes too long to load” or “the Drop Downs are not active.”)**
- c. **Data Integration Issues: (e.g. “I do not see the correct Project/Task or Activities”)**

13. Associated configuration items

None of the back-end systems listed below will impact the operational availability of Kronos.

- This system has upstream dependencies on the existing back-end systems: EBS HR, EBSPA, and PeopleSoft.
- EBSHR is in-turn dependent upon CNAS and PeopleSoft.
- EBSHR is the source of People Demographic Data uploaded to Kronos via the People Demographic Interface.
- Each employee has a “People Record Attributes”, which ultimately come from the People Demographic Interface which pulls the required data from EBSHR.
- configuration of profiles (Function Access Profile, Pay Code Profile, Display Profile, etc.) which determines and enables their capabilities in the tool.

14. User audience (how many, is it certain groups...)

All Employees: 1300 Full Time (Salaried) Employees and roughly 900

Weekly/Hourly Employees, including summer students and on-calls

15. Customer list - Fermilab